

CITY OF SUNNYVALE

Rev/Est			
Job Code	0342	Rep	MGNT
EEOC Category	Official and Administrator		

COMMUNITY RESOURCES MANAGER**DEFINITION**

Under general direction of the Assistant City Manager or the Assistant to the City Manager, plans, directs, coordinates and administers the City's Community Resource Program including activities relating to community building, civic engagement and volunteerism; oversee the program's budget and policies regarding participant involvement, program requirements and benefits; assigns, directs and reviews the work of professional and clerical support staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single-position classification responsible for planning, organizing, and managing City sponsored community based programs that promote community building and relationships. The incumbent has considerable latitude in the exercise of independent judgment in order to complete assignments and projects and has a high level and frequency of contact with elected officials, appointed members of boards and commissions, department directors and community leaders.

TYPICAL DUTIES *(May include, but are not limited to, the following)*

- Manages, plans, coordinates and implements programs and projects; performs professional and administrative duties necessary to achieve program objectives; conducts surveys and feasibility studies; facilitates community involvement and participation in programs.
- Plans, schedules and coordinates the activities of assigned professional and technical staff; reviews and evaluates the work of assigned staff; trains staff in work procedures
- Acts as City liaison to professional and civic groups, staff-advisory and council-advisory task forces and committees, community organizations and individuals; conveys opinions and suggestions from these groups to appropriate City resources including elected officials, appointed members of boards and commissions and department directors; maintains liaison with representatives of various City departments.
- Prepares and monitors program budgets and expenditures; develops timetables and work programs; reviews and evaluates program data, considers alternatives and makes appropriate recommendations.
- Administers the Neighborhood Grants Program and coordinates grant funding activities.

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- Prepares written and oral reports and correspondence regarding assigned programs; makes oral presentations to elected officials, appointed members of boards and commissions, department directors and community leaders.
- Develops marketing and promotional materials in support of programs and activities; performs community outreach within program areas.
- Represents the City at meetings with representatives of other governmental agencies, community groups, boards and commissions, vendors and others; provides professional assistance to others on administrative and specialized subject matters.
- Directs the maintenance of program records.
- Utilizes and may develop computer applications to support program responsibilities;

MINIMUM QUALIFICATIONS

Education and Experience: Any combination of education and experience equivalent to a Bachelor's degree from an accredited college or university with major coursework in Public Administration, Psychology, Sociology or a related field and four years of progressively responsible experience in community organization, program monitoring and evaluation, or the development and delivery of community service programs, including some responsibility for complex projects and supervision. A Master's degree in a related field of study is desirable.

Other Requirements:

Maintenance of a valid California driver's license and satisfactory driving record is required.

Knowledge, Skills and Abilities

Knowledge of:

- Principles and practices of program development, monitoring and evaluation; methods of budget development and administration.
- Applicable laws, regulations, ordinances, and codes related to the work.
- Structure and content of the English language including spelling, punctuation, grammar and rules of composition.
- Principles of supervision, training, and staff development.
- Advanced analytical and research techniques.
- Grant proposal writing.
- Federal, state and local social service program resources and funding availability.
- Social, employment and health issues facing various age and population groups in an ethnically diverse and multi-cultural community.
- Basic public relations principles, including use of media resources and marketing techniques.
- Computer applications related to information storage and retrieval, document imaging, statistical analysis, and electronic document and records management.

Skill in:

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- Developing, implementing and evaluating community outreach programs.
- Assessing and prioritizing community needs and identifying appropriate resources and program solutions.
- Organizing work, setting priorities and exercising sound independent judgment within established guidelines.
- Interpreting and applying complex rules, regulations, laws and ordinances.
- Maintaining accurate records and preparing clear, concise and effective correspondence, reports and other written materials.
- Representing the City effectively in meetings with governmental agencies, community groups, boards and commissions, and the public.
- Preparing, administering and monitoring program budgets.

Ability to:

- Understand and apply the City's goals and objectives related to the program area.
- Planning and organizing work; assigning, directing, reviewing and evaluating staff and activities.
- Analyze administrative and operational problems to develop appropriate solutions.
- Develop a variety of resources through fund raising, fees, grant writing and various other activities in providing broad based program support.
- Present ideas clearly and persuasively in establishing support for meeting the goals and objectives of community programs
- Make effective presentations using a variety of presentation techniques and methods.
- Work effectively in time-sensitive situations and meet deadlines; coordinate multiple projects and complex tasks simultaneously.
- Apply mathematical reasoning and choose the appropriate mathematical or statistical technique to solve practical problems.
- Develop and administer program budgets.
- Prepare clear and concise reports and present them effectively both orally and in writing.
- Exercise effective judgment within established guidelines; respond to and resolve complaints in a timely manner.
- Establish and maintain effective working relationships with City departments, City Council, public and private entities, and the public.
- Travel to various locations within and outside the City of Sunnyvale in order to fulfill job responsibilities including the attendance at professional meetings, seminars, conferences and training activities.
- Understand questions and provide information and materials as required and in accordance with applicable laws.
- Willingness to work beyond normal business hours, including nights, weekends and holidays, as necessary.

Environmental and Physical Factors:

The work of this position is routinely performed in an office environment. Incumbents are

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required to use a multi-line telephone, computer, copy machine, fax machine, scanner and other business machines, including calculators. The position requires the incumbent to be seated for prolonged periods of time such as when attending meetings and when entering and editing information in a computer. Repetitive hand movement and fine coordination are needed when using a computer keyboard. Near and far vision are required when using a computer and making presentations. The ability to lift items weighing up to 25 pounds, such as boxes of files and office equipment, is required. This position routinely communicates with City staff, elected officials, the public, private industries, consultants and other government agencies, both in person and over the phone, which requires acute hearing. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.